



State of Utah
Violence in the Workplace
Prevention, Response and Intervention Strategies
Training Supervisor Final Test

1. Workplace violence is defined as a situation or incident that:
 - a. Threatens any person's safety on the job
 - b. Negatively impacts any employee's well being
 - c. Causes damage to state or employee property at work
 - d. All of the above
2. On average, how many people are assaulted in the workplace each week?
 - a. 2,000
 - b. 18,000
 - c. 1,200,000
 - d. 42
3. The effects of an incident of violence are limited to the victim only.
 - a. True
 - b. False
4. Which of the following is **not** a concern that employers share about violence in their places of work?
 - a. Losses in productivity
 - b. Property damage and litigation
 - c. Increased morale
 - d. Diversion of management resources
5. A victim of workplace violence is:
 - a. Someone who has been injured on the job
 - b. Someone who has been harmed on the job
 - c. One who has suffered on the job due to another's acts
 - d. All of these
6. Which of the following are types of violence in the workplace?
 - a. Verbal threats
 - b. Hitting, kicking, beating

- c. Squeezing, pinching
 - d. Biting
 - e. Stabbing or shooting
 - f. Property damage
 - g. Rape
 - h. All of these
7. The average annual number of victims of workplace violence in the U.S. is approximately:
- a. 1,000
 - b. 100,000
 - c. 1,000,000
 - d. None of these
8. Which of these is **not** a major factor in workplace violence?
- a. Reduction in force
 - b. Management insensitivity
 - c. Private sector competition
 - d. Domestic disputes
 - e. Drugs and alcohol
 - f. Increased stress
 - g. Low unemployment rate
 - h. Violence in society
9. Which employees are at greatest risk for becoming victims of violence in the workplace?
- a. Those that work with the public (receptionists, clerks)
 - b. Lab technicians and scientists
 - c. Agency directors and managers
 - d. Attorneys
10. Which of these is **not** a common trait of the perpetrator of violence:
- a. Generally frustrated
 - b. Job-hopping
 - c. Low self-esteem
 - d. Abusive, abusive history
 - e. Frequently blames others
 - f. Anti-social
 - g. Defensive, seeks revenge
 - h. Anxious to please others

11. Which of the following is **not** a part of the pattern of escalation?
- a. Trauma is suffered
 - b. Problems seem unsolvable
 - c. Blames the situation
 - d. Increased social withdrawal
 - e. Increased empathy for others
 - f. Violence is attempted
12. Which of these is **not** a warning sign of violence?
- a. Direct threats
 - b. Frequent absenteeism
 - c. Verbal abuse
 - d. Chemical/alcohol abuse
 - e. Financial/family problems
 - f. Increased recklessness
 - g. Angry outbursts
 - h. All of these are signs
13. Most of these are common mistakes that employees make, resulting in increased violence. **Which of these is not a common mistake?**
- a. Ignoring the behavior
 - b. Failure to report it
 - c. Reporting immediately
 - d. Dealing with violence alone
 - e. Covering up the problem
 - f. Failure to intervene
 - g. Not involving management
 - h. Failure to observe others
14. It is important to intervene promptly to decrease the likelihood of violence. Ignoring the behavior allows it to escalate.
- a. True
 - b. False

15. When facing an aggressive person, the only way to stop them is to become aggressive with them, and to explain that their behavior may become violent if they don't change.
- True
 - False
16. Which of the following is **not** an appropriate response when facing danger?
- Escape
 - Move away from weapons
 - Don't touch them
 - Agree with distorted claims
 - Never challenge or bargain
 - Remain calm
17. After the incident, documentation should begin immediately, and should include as much detail as possible about what happened and who was involved.
- True
 - False
18. Which of the following will contribute to your safety in your office?
- Leave yourself an exit route
 - Keep possible weapons out of reach of the public
 - Know security procedures in your office
 - Treat others with respect
 - All of the above
19. The purpose of the incident guide is to assist you in documenting the details of a violent incident or threat.
- True
 - False
20. The most important thing you can do today to enhance your safety where you work is:
- Observe what is going on around you
 - Care enough to become more involved
 - Learn more about prevention of violence
 - All of the above

Supervisor Section

21. T F Most threats are meaningless and should not be taken seriously.

22. List 4 key elements in the development of a workplace violence policy:
- a.
 - b.
 - c.
 - d.
23. What is the role of the crisis management team?
24. What is the role of the trauma team, and how does it differ from the crisis team?
25. What members are advisable to have on the crisis management team?
26. T F The workplace assessment is optional, since people are unpredictable and you really can't know where violence will strike.
27. T F Workplace violence training can decrease the incidents of violence in the workplace.
28. List three things you can do when hiring someone to determine their potential for violence:
- a.
 - b.
 - c.
29. In the section on discipline dos and don'ts, list the items you would place the greatest importance on, and explain why you chose them:

30. If your agency does not have direct access to an employee assistance program (EAP), explain what you can do as an alternative to assist employees with personal issues that could escalate to violence:
31. T F Observing employees is not critical, since most people don't like someone to watch them closely.
32. T F Prompt, immediate intervention is a critical key to reducing violence in the workplace.
33. List 4 things you should not do when intervening with angry person:
a.
b.
c.
d.
34. How might you help your employees properly utilize the incident guide?
35. What things must a supervisor do after an incident of violence?